

Appendix B-6: Virtual Monitoring Visits Due to Emergency

Introduction

Onsite visits are extremely valuable to the integrity of Office of Child Care's monitoring process. However, if visiting the State at the originally scheduled time is not possible due to a national or local emergency, the Monitoring Team will reach out to reschedule the visit. If the emergency prevents the Monitoring Team from coming on site, the Monitoring Team will work with you to plan a virtual visit as an alternative to the onsite visit. Although a virtual visit cannot fully replicate the onsite experience, the virtual visit will include many of the same kinds of data collection sessions with the State and its partners that would have happened on site.

Virtual Monitoring Visits During the COVID-19 Public Health Emergency

OCC adopted virtual visits beginning in June 2020 during the COVID-19 public health emergency. While monitoring is intended to be a point-in-time review, during the COVID-19 public health emergency for this cycle, the OCC monitoring process will look for evidence of compliance under normal operations and not evaluate any waivers or amendments related to COVID-19 that may be in place. OCC wants to confirm that the State's implementation of CCDF is in compliance under normal, non-emergency circumstances.

Technology

Virtual visit sessions will be held via Adobe Connect. The Adobe Connect platform is the same platform used by OCC throughout the pre-visit planning calls and allows for screensharing, dialogue, and interaction within the visit. OCC's contractor, WRMA, will provide technical support for State participants, including test sessions and tip sheets for those who may be unfamiliar with the tool or may desire technical support ahead of the visit.

What to Expect During the Virtual Monitoring Visit

The goal of the virtual visit is to mirror the content of the onsite visit to the extent possible. The visit will still contain data collection sessions like State and local partner interviews, brief system demonstrations, and family and provider case file reviews, just as it would if OCC were conducting the visit on site in your State. Also, just like the onsite visit, the virtual visit will begin with the Entrance Conference (including a brief State presentation) and conclude with the Final State Debriefing. Each day will include a debriefing to allow for State feedback on the day's sessions, just like the onsite visit. Additional detail regarding each of these components of the visit can be found within section V. Monitoring Activities → Onsite Visit Phase of the [OCC Monitoring Process Guide](#).



For the guided reviews of subsidy case files, the Monitoring Team will conduct interviews during the virtual visit with local subsidy offices or other sites where subsidy family cases are processed. (This will look different in States where this work is centralized.) For the guided reviews of provider monitoring/inspection case files, the Monitoring Team will conduct interviews during the virtual visit with local licensing offices or other sites where provider inspection records are kept. (Again, this will look different in States where this work is centralized). The Monitoring Team will work with the State to decide the best approach to conducting the case file walk-throughs virtually, which may include having the staff interviewee share documents or system screens via Adobe Connect. The Monitoring Team will tailor technology support for your State to match the approach selected for conducting the case file walk-throughs. (For additional detail regarding the Guided Case File Reviews, see section V Monitoring Activities → Guided Case File Reviews of the *OCC Monitoring Process Guide*.)

Developing the Virtual Monitoring Visit Schedule

If a virtual visit is determined to be necessary for your State, the OCC Monitoring Team will work with you to develop a virtual visit schedule that allows for sessions with the State and its partners at mutually convenient days and times during the visit week. During the pre-visit State planning calls, the State and the Monitoring Team will determine details like how the data collection sessions will be organized during the virtual visit, who will participate in which sessions and what each participant's role will be, how much time may be needed for each session, how long demonstrations might take, and when they should happen during the visit. The Monitoring Team and the State will also discuss the pacing of the virtual visit to ensure that the visit is both efficient and manageable for all involved. As these details come together, the State and OCC Monitoring Team will finalize a schedule for the virtual visit.

A sample virtual visit schedule is included in **Table 1** below. The sample shows the virtual visit beginning on a Tuesday and concluding on a Friday but remember that the State and Monitoring Team have flexibility to determine, based on the Monitoring Team's data collection needs and the State staff's availability, the virtual visit duration and how the visit schedule lays out within the week of the visit.



TABLE 1: SAMPLE VIRTUAL VISIT SCHEDULE

	Monday Day 1 (if necessary)	Tuesday Day 1	Wednesday Day 2	Thursday Day 3	Friday Day 4
AM	<ul style="list-style-type: none"> Potential for the visit to not require a full Day 4 or a Day 5. 	<ul style="list-style-type: none"> Entrance Conference <ul style="list-style-type: none"> OCC Presentation State Presentation Data Collection Sessions with State-level staff <ul style="list-style-type: none"> Demonstrations Interviews 	<ul style="list-style-type: none"> Data Collection Sessions with State-level staff <ul style="list-style-type: none"> Demonstrations Interviews 	<ul style="list-style-type: none"> Data Collection Sessions with State or local-level staff <ul style="list-style-type: none"> Demonstrations Interviews 	<ul style="list-style-type: none"> Data Collection Sessions with local-level staff <ul style="list-style-type: none"> Demonstrations Interviews Data Collection Sessions with local-level staff <ul style="list-style-type: none"> Demonstrations Interviews
PM		<ul style="list-style-type: none"> Data Collection Sessions with State or local-level staff <ul style="list-style-type: none"> Demonstrations Interviews Debrief with State Administrator 	<ul style="list-style-type: none"> Data Collection Sessions with State or local-level staff <ul style="list-style-type: none"> Demonstrations Interviews Debrief with State Administrator 	<ul style="list-style-type: none"> Data Collection Sessions with local-level staff <ul style="list-style-type: none"> Demonstrations Interviews Debrief with State Administrator 	<ul style="list-style-type: none"> Final Onsite Debrief Session <ul style="list-style-type: none"> State feedback on monitoring process Discussion of Monitoring Team's follow-up questions Next steps

